

ABSTRACT

The invention provides a call processing system to handle calls to a call center by obtaining absolute address for a call center resource from a call center resource processor prior to directing the call to the call center resource. The invention includes a call processing system that transmits an service control point (SCP) query for an SCP after receiving an initial signal for the call. The SCP then transmits an address query for the call center resource processor and receives an address response including the absolute address for the call from the call center resource processor. The SCP transmits an SCP response including the absolute address for the call processing system. The call processing system processes the SCP response to generate a route instruction to cause a network element system to route the call to a call center resource in call packets containing the absolute address. The call processing system transmits the route instruction for the network element system. At the call center resource, no translation of the call is needed to direct the call to the call's final destination. Therefore, complex routing equipment at the call center resource can be eliminated. Because the absolute address is identified at the call center resource processor, the invention may also transmit service data over the same communications equipment as the call from the network element system to the call center resource. Separate communications equipment at the call center resource for service data can be eliminated.

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